

INTELLIGENT EMAIL SERVICES

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ABSTRACT

An intelligent email service for a web-based intranet server such as a ColdFusion server that automatically generates emails is provided. The intelligent email service provides a periodic verification of normal email spooler activity. Should the spooler be malfunctioning, the intelligent email service restarts the spooler and notifies the server's system administrator. The intelligent email service also processes any undeliverable email messages by determining, for each undeliverable email, whether mail server or the email itself was at fault. Should the mail server be at fault, the undelivered email is resent. Otherwise, the faulty email is emailed back to the originating party.